

**TOWN OF VIENNA, VIRGINIA**  
**JOB DESCRIPTION**

**JOB TITLE: ADMINISTRATIVE ASSISTANT II**  
**PLANNING AND ZONING DEPARTMENT**

**GENERAL STATEMENT OF JOB**

Under general supervision, performs a variety of secretarial and administrative duties in support of the Planning and Zoning Department. Work involves supporting the Planning staff and providing support to Board of Zoning Appeals, Board of Architectural Review, and the Town Business Liaison Committee; working with other department heads, general public, outside agencies, members of the Town Council, Boards, Commissions, and other Town employees; attending evening Board and Committee meetings; reviewing of various agenda items for recording/preparation of minute records; transcribing and preparing minute records for the Board of Zoning Appeals, Board of Architectural Review, and the Town Business Liaison Committee meetings; processing legal notices; typing legal material and case supplements; preparing actions for public hearing; preparing registration forms; processing sign permits and orders for the Board of Architectural Review; providing technical assistance to the public such as property/building owners, building representatives, and the general public relative to the interpreting and explanation of general planning and zoning practices and procedures; meeting with the public to disseminate information on Town Planning and Zoning situations; assisting citizens and others who call and/or visit the office and responding to various inquiries; providing information and/or referral of services and functions; advising of Town policies and procedures; receiving and handling complaints from a variety of sources; composing and typing letters, forms, notices, and other materials along with assisting the Planning staff; maintaining purchase records; tracking inventory and ordering supplies for the department as needed; and maintaining records for preparation of monthly/yearly reports. Reports to the Director of Planning and Zoning.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Accepts necessary applications and supporting documents in order to qualify as an agenda item for the next public meeting; creates and assigns project files for agenda items; sends legal notices for publications; creates signs to post on properties; sends letters to applicants and adjoining property owners; creates packets of agenda items for boards and commissions consisting of minutes, agenda, staff report, and supporting documentation such as scaled drawings, engineered plans, color renderings, samples of materials, and color samples; maintains copies for files and distributes to the Mayor and Town Council.

Facilitates three monthly night meetings by recording public meetings, calling roll, taking notes, getting orders signed when needed, collecting information, and providing additional information to

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staff and Board members; transcribes minutes for public records; distributes to the Mayor, Town Council, certain department heads, project files, etc.; posts on-line for public view.

Receives applications, engineered plans, site surveys, and grading plans for review.

Informs applicants, architects, engineers, general contractors, site surveyors, and homeowners via walk-in and over the telephone of items that will need to be provided, where they can build, if they need a building permit, how long it will take, lot coverage information and requirements, and building setback requirements.

Processes applications for interdepartmental review and pick up.

Tabulates fees; copies documents; writes bills/receipts in preparation for pick up.

Processes Town certificate of occupancy (c/o) and in-house permits such as commercial/home businesses, residential (c/o) for new construction/new tenant layout, driveway, and fence permits; processes paperwork for interdepartmental review; assigns permit numbers; types and obtains proper signatures; makes any necessary copies; calls applicants to notify that is ready for pick up; tabulates fees; writes receipts.

Researches specific property and project file information for homeowners, realtors, builders, business owners, attorneys, and etc. for specific property information; researches address, project files, variances, and old records located at off-site storage facility.

Receives and/or reviews various records and reports such as Board of Zoning Appeals application submittals; Board of Architectural Review application submittals; building permit applications; in-house permits such as driveway, fence, home and commercial certificate of occupancy permits, and massage therapy background permit; and residential and new tenant build out for Commercial Certificate of Occupancy.

Prepares and/or processes various records and reports such as monthly packets for Board members; monthly packets for Board members for the Board of Architectural Review; meeting minutes for Board of Zoning Appeals, Board of Architectural Review, and Town Business Liaison Committee; and Board of Architectural Review orders/sign permits.

Refers to Town Zoning Maps/Setback handout sheet, Town Code, project files and address files, dictionary/Thesaurus, Internet search engine, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as sound/audio system, transcriber, computer, telephone, voicemail, copier, fax machine, printer, etc.

Uses a variety of tools such as architectural/engineer scale, calculator, zoning map, hands free unit for the telephone, laminator, etc.; a variety of supplies such as project files, card catalogue, general office supplies, etc.; and a variety of computer software such as Microsoft Office Suite, Adobe, etc.

Interacts and communicates with various groups and individuals such as the Director of Planning and Zoning, Mayor, Town Council, Board and Commission members, architects and engineers, business owners, attorneys, and the general public.

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### **ADDITIONAL JOB FUNCTIONS**

Answers telephone and questions; provides general information regarding Town zoning procedures.

Performs filing, faxing, and basic copying for file maintenance.

Answers general and specific Town zoning regulation questions for walk-in customers.

Enter permit data in computer database.

Orders office supplies.

Performs routine administrative / office tasks as required, including but not limited to preparing reports and correspondence, copying and filing documents, answering the telephone, sending and receiving faxes, entering and retrieving computer data, etc.

Performs other related work as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires a high school diploma or GED equivalent with two to three years of secretarial and clerical work; or any equivalent combination of education, training, and experience, which provides the required skills, knowledge, and abilities.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of automated office machines, which include computers, typewriters, calculators, copiers, facsimile machines, two-way radios, etc. Must be able to exert up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from supervisors.

**Language Ability:** Requires the ability to read a variety of reports, correspondence, permits, applications, etc. Requires the ability to prepare correspondence, reports, forms, permits, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Must be able to speak to people with poise, voice control, and confidence.

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**Intelligence:** Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including legal, accounting, plumbing, mechanical and electrical terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination and Visual Acuity:** Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress and when confronted with persons acting under stress.

**Physical Communication:** Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear).

## **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, procedures, and policies of the Planning and Zoning Department as they pertain to the performance of duties of the Administrative Assistant II. Has knowledge of the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has thorough knowledge of the organization of the Town and of related departments and agencies. Is able to comprehend, interpret, and apply regulations, procedures, and related information. Has excellent administrative, organizational, secretarial, clerical, and interpersonal skills. Has knowledge of local zoning codes and ordinances. Is capable of producing quality work, which requires close attention to detail. Is able to offer assistance to co-workers and employees of other departments as required. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to use independent judgment in performing routine and non-routine tasks. Is able to plan, organize, and prioritize daily assignments and work activities. Has knowledge of modern office practices and technology; has skill in the use of computers for word and data processing and records management. Has knowledge of proper English usage, vocabulary, punctuation, and spelling; has knowledge of basic mathematics. Is able to type accurately and at a speed necessary for the successful completion of assigned duties. Has knowledge of how to use and maintain a variety of

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office equipment. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to prepare forms, records and reports with accuracy and in a timely manner. Has knowledge of the terminology used within the department. Has knowledge of how to react calmly and quickly in emergency situations. Is able to maintain positive customer-focused relationships with co-workers, supervisors, agencies, the general public, and all other internal and external customers. Has knowledge of how to personally demonstrate appropriate customer service skills.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all co-workers and the general public.

**Quantity of Work:** Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

**Dependability:** Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified i.e., poor communications, variance with Town policy or procedures, etc.

**Relationships with Others:** Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal

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schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings and deadlines.

**Safety and Housekeeping:** Adhere to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**